



*"People
helping people
help
themselves"*

Mitchell E. Daniels, Jr., Governor
State of Indiana

Division of Disability and Rehabilitative Services
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GRIEVANCE PROCEDURE RESOLUTION OF COMPLAINTS (SECTION 504 AND TITLE II)

1) Grievance Procedure:

- a. Written complaint, unless other format is required by the complainant, to be submitted by the prescribed methodology. Assistance and accessible materials provided upon request.
- b. Any complaint should be in writing, including, at a minimum, the following:
 - i. Date of the triggering event, or closest approximation.
 - ii. Contact Information.
 - iii. A brief statement of the grievance.
 - iv. Any reasonable accommodations necessary to facilitate the complaint process.
- c. A face to face or telephonic meeting will be set within 15 days unless otherwise agreed upon in writing between the parties.
- d. Meeting held to informally resolve the grievance.
 - i. If grievance is settled, the agreement will be memorialized in writing.

If grievance cannot be informally resolved, then a formal and appealable agency determination will be issued and the complainant will be informed of appeal rights and process. . By Indiana law, all administrative appeals may be reviewed by the "ultimate agency authority", and are then subject to judicial review in the Marion County Superior Courts.

